Galaxy S6 Flat / Edge

Customer Consultant / Online FAQ reference Guide

Android mobile technology platform

<Appendix>

Version 2.0

Global CS team

15th , April 2015

Region : Global

Language: English

SAMSUNG

Notice

Notice:

All functionality, features, specifications and other product information provided in this document including, but not limited to, the benefits, design, pricing, components, performance, availability, and capabilities of the product are subject to change without notice or obligation. Samsung reserves the right to make changes to this document and the product described herein, at anytime, without obligation on Samsung to provide notification of such change.

Please see the end of this guide for Version History details

➢ Simplified UX

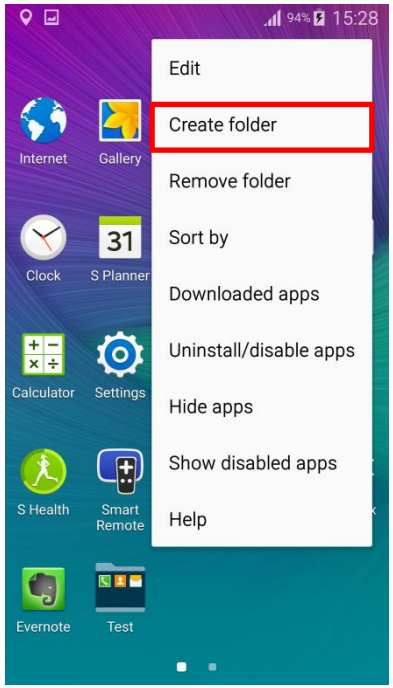
From Galaxy S6, UX on many applications are simplified for user convenience.

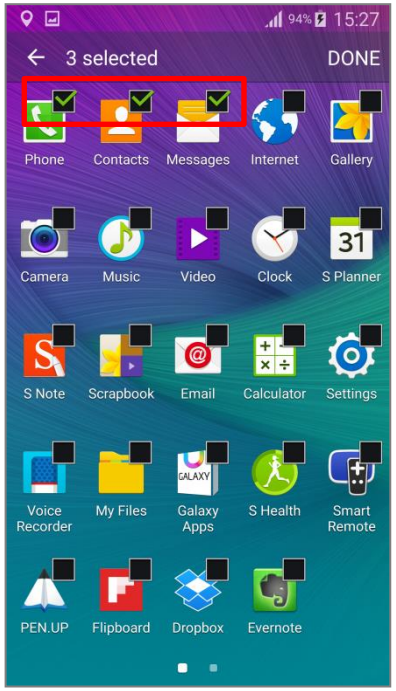
But, due to these difference from existing devices, user may think and ask it as defect.

Deleted options on next category are intended concept by Galaxy S6’s UX simplification.

Multi-selection for folder creation

Galaxy Note4





When creating folder for apps, it's possible to select multi icons

Changed to

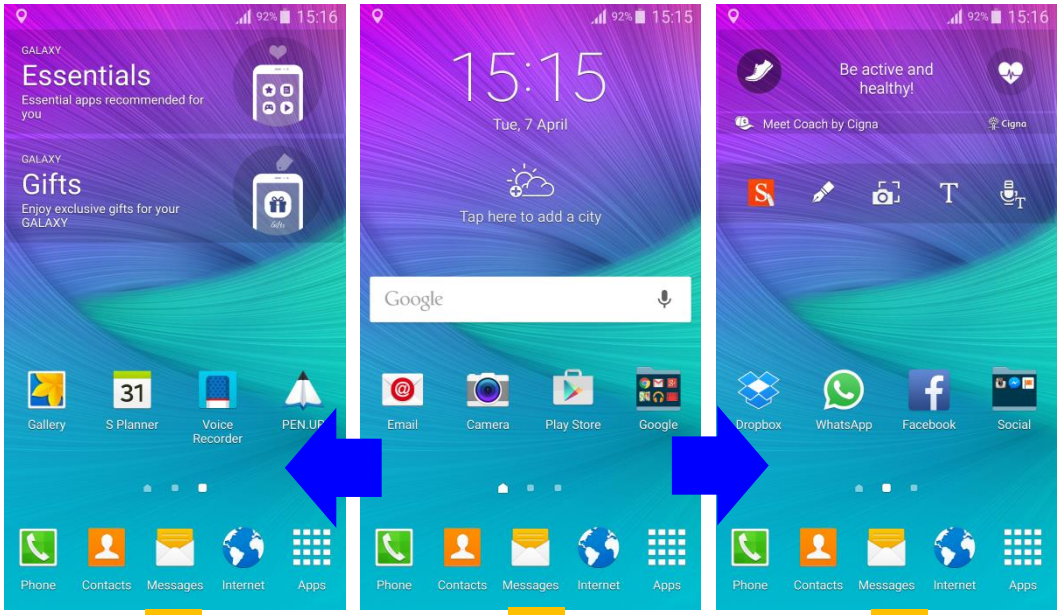
Galaxy S6

When creating folder for apps, it's impossible to select multi icons since method to create folder is changed.

Tap and hold on an app, and then drag it over another app. To add more apps to the folder, tap and hold another app, and then drag it to the folder.

Page looping on Home and Apps Screen

Galaxy Note4



3 1 2

It's possible to loop pages on both Home and Apps screen when Briefing page is deactivated

Galaxy S6

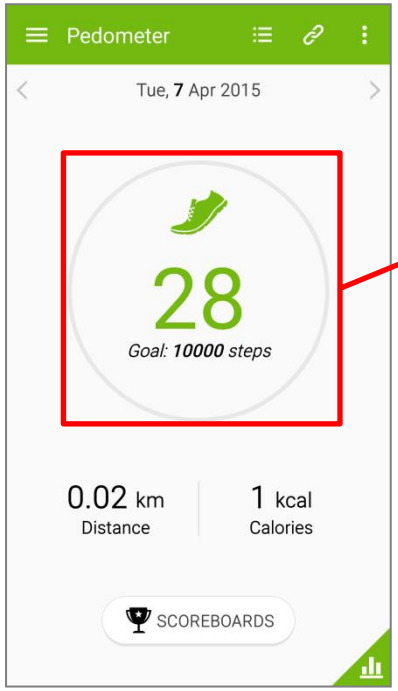
1 2

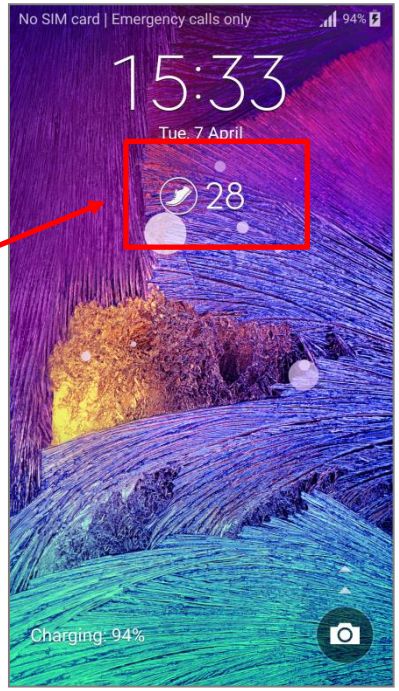
Changed to

It's not possible to loop pages on Home and Apps screen since possible page count on Home screen is no limited.

Pedometer steps of S Health on lock screen

Galaxy Note4

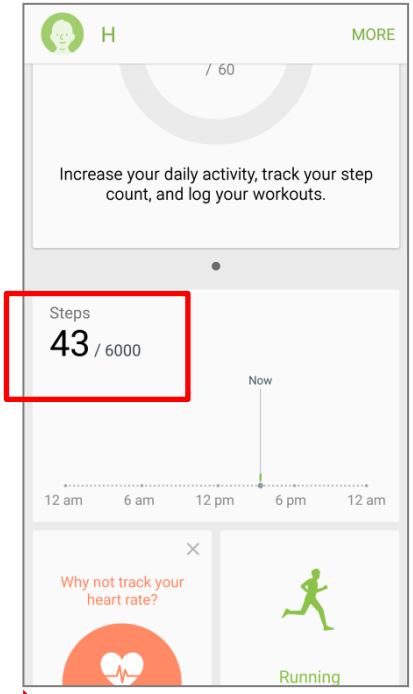




Steps of S Health is displayed on lock screen when you set up Pedometer on the S Health

Changed to

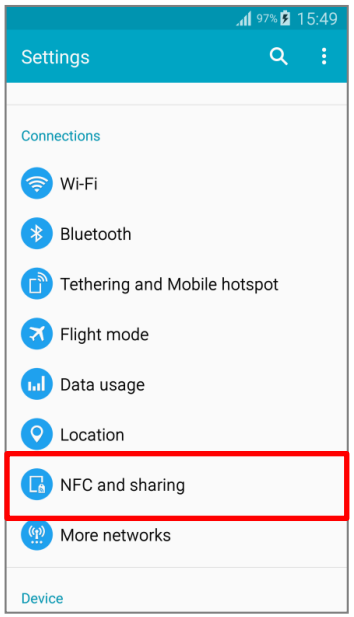
Galaxy S6

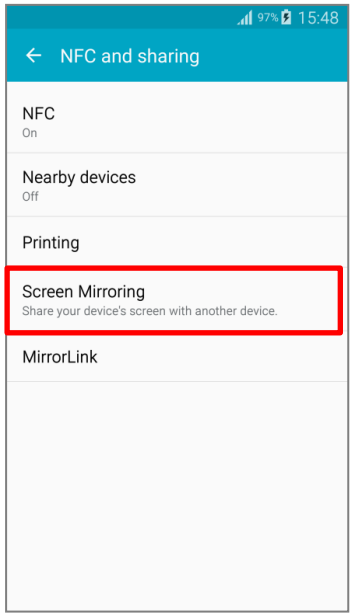


Steps of S Health is not displayed on lock screen even though you set up Pedometer on the S Health

Screen Mirroring menu deletion on Settings

Galaxy Note4

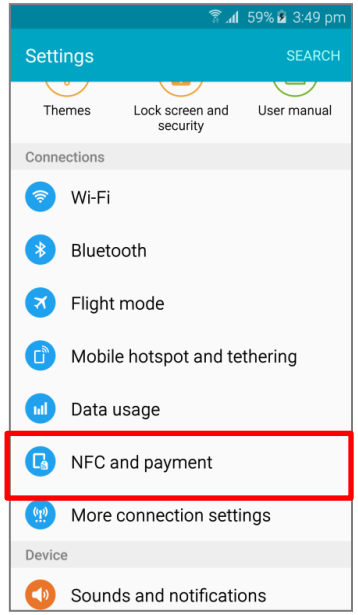


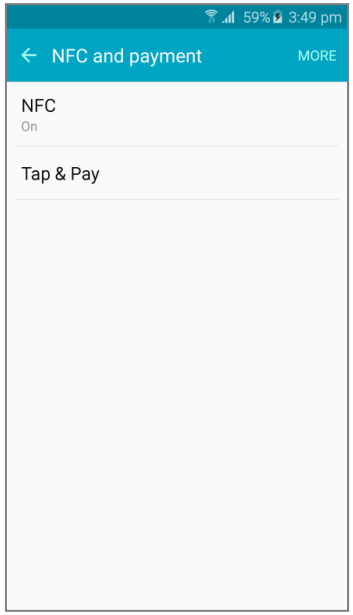


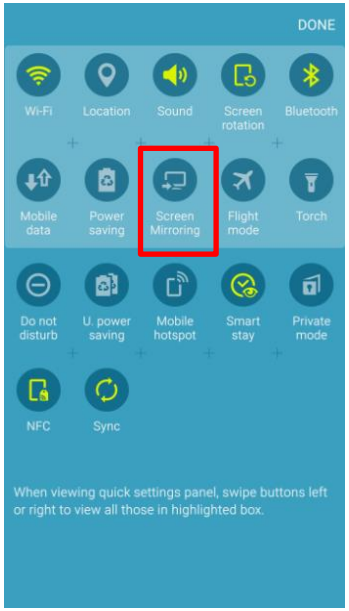
On Settings, you can access Screen Mirroring

Changed to

Galaxy S6



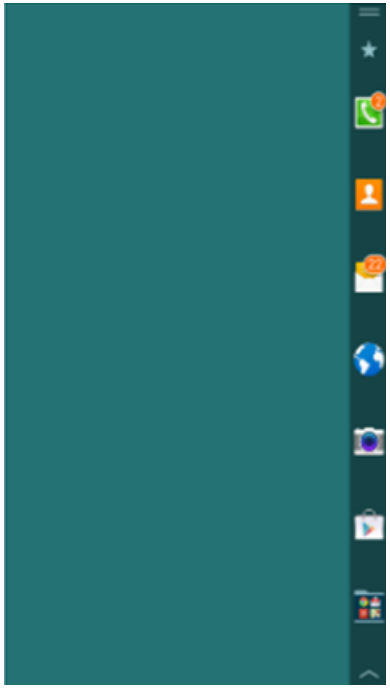




Because Galaxy S6 does not support the multi route to access same function and it's concept, duplicate access menu were deleted except main access route. You can access to Screen Mirroring via Quick panel and Video, Gallery app

Available feature on Edge screen

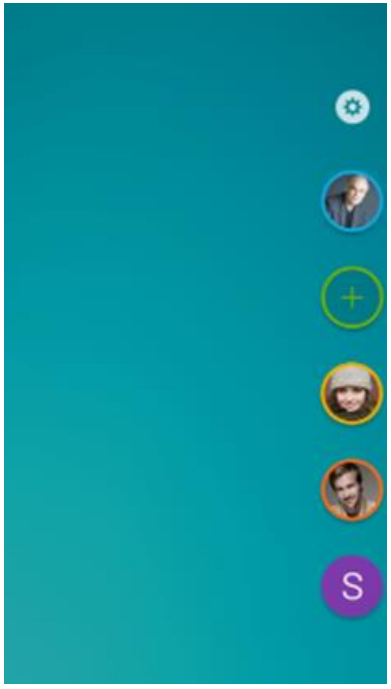
Galaxy Note4



Regardless with screen On or Off, you can always use Edge panel

Changed to

Galaxy S6

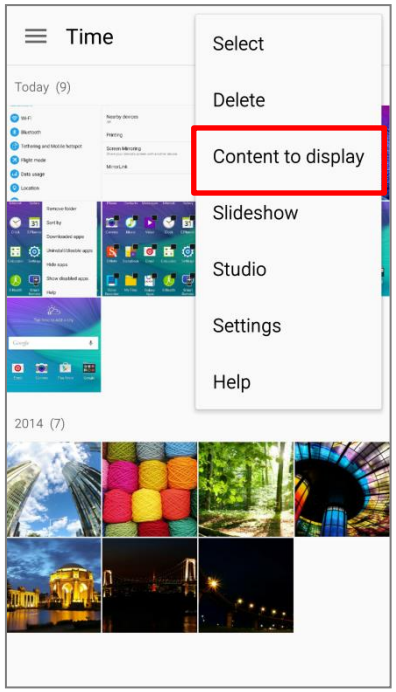


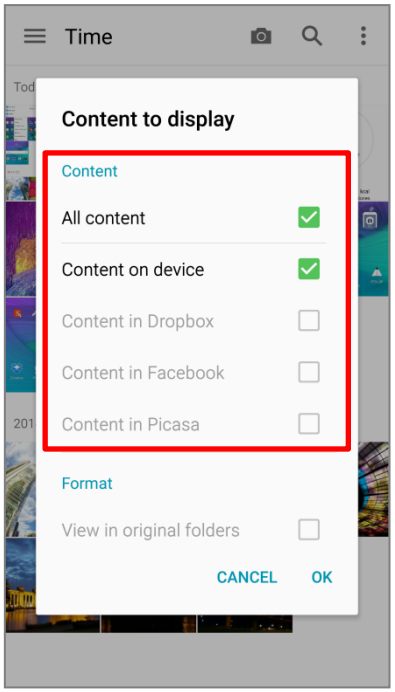
Galaxy S6 don’t have extra screen for Edge screen and it’s part for design concept. When screen is turned on, you can use People Edge feature.

Edge panel is possible to use only when screen is turned off.

Contents in Dropbox, Facebook, Picasa on Gallery

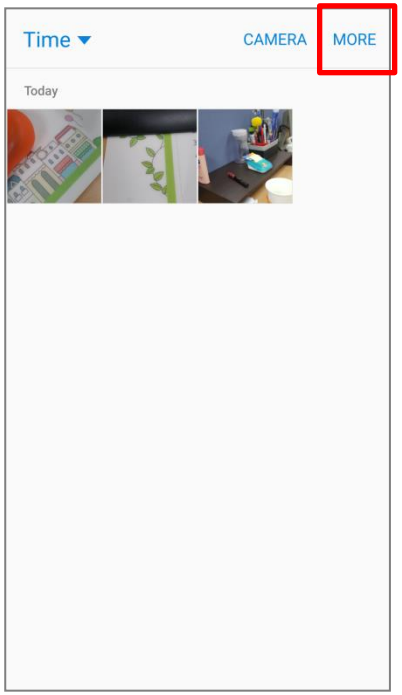
Galaxy Note4

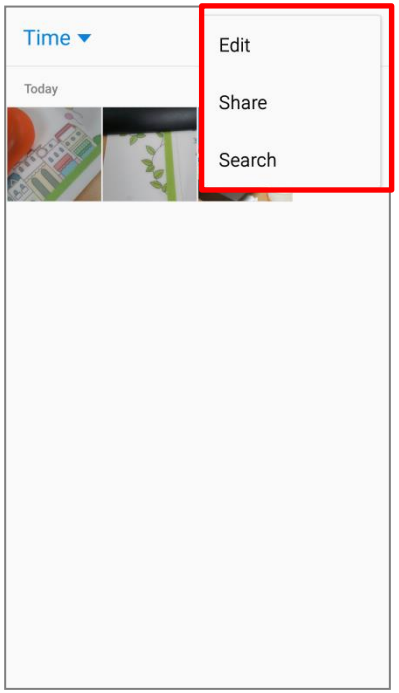




On Gallery, Dropbox/Facebook/Picasa Contents are possible to display

Galaxy S6



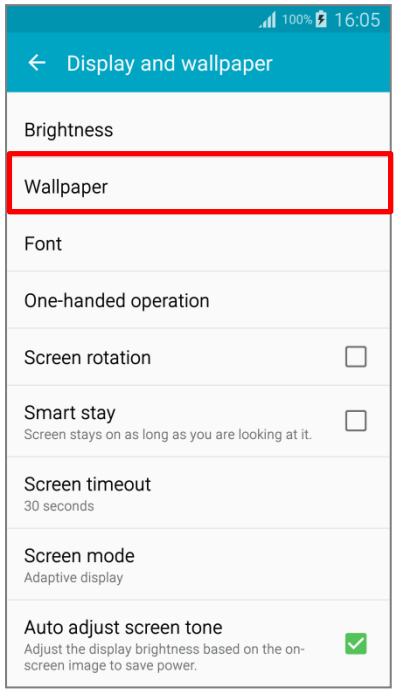


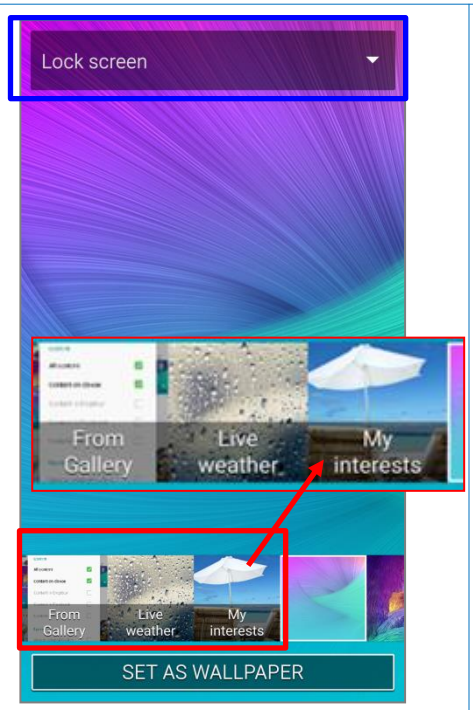
Changed to

On Gallery, SNS/Cloud Contents like Dropbox , Facebook , Picasa are not supported to display anymore.

My interests category for Lock screen

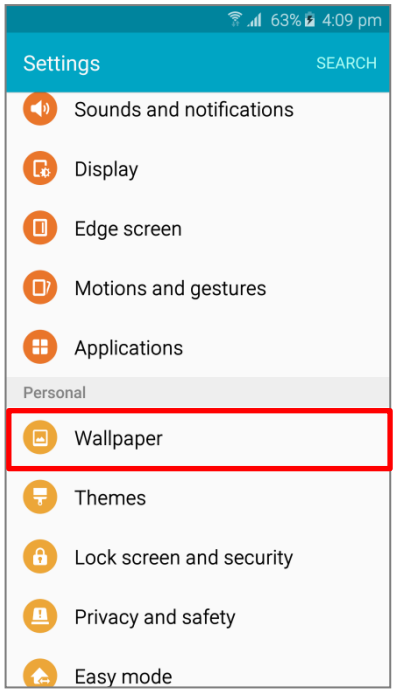
Galaxy Note4



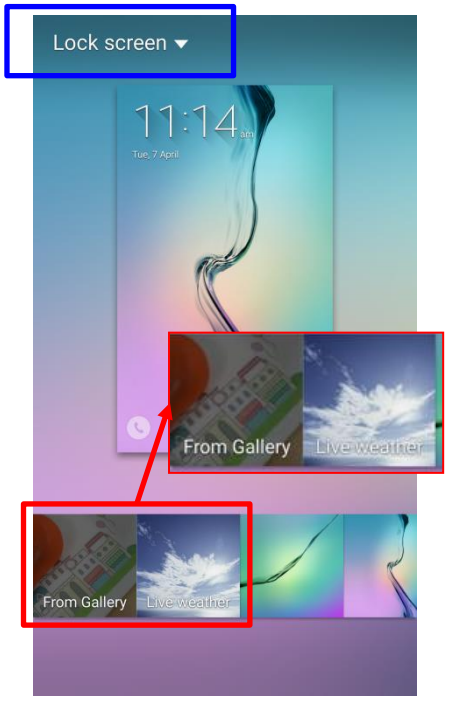


You can set My interests category like travel, food as Wallpaper on Lock screen.

Galaxy S6



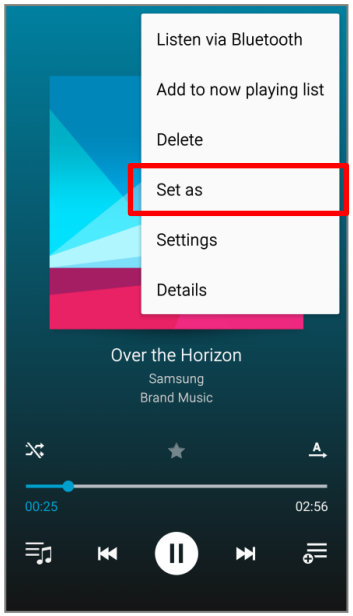
Changed to

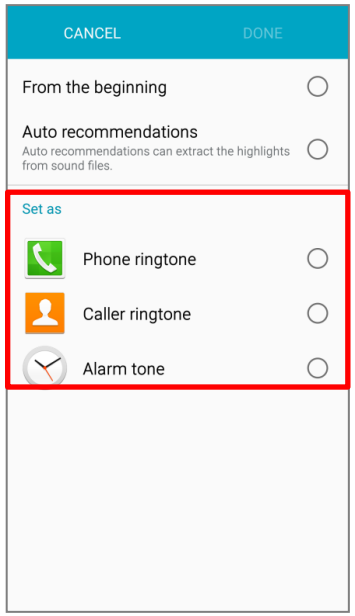


My interests category as Wallpaper on Lock screen is not supported anymore.

Set as ringtone on Music

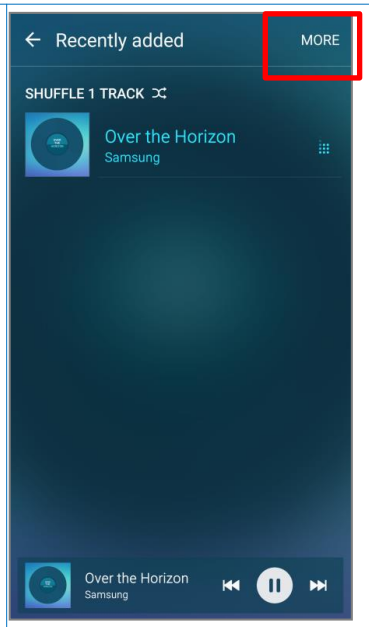
Galaxy Note4

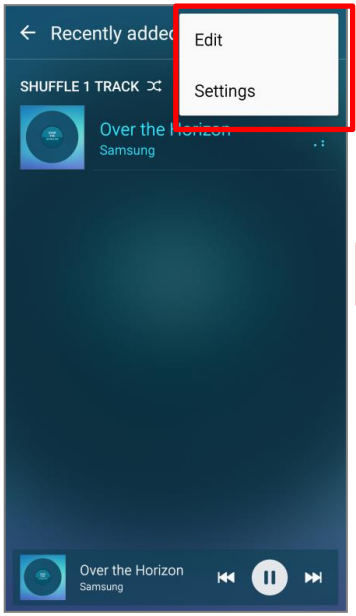


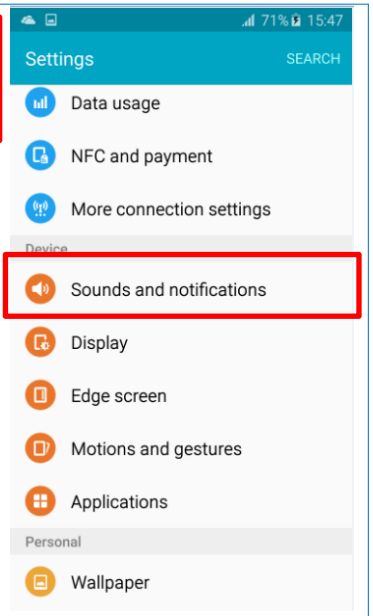


You can set ringtone directly on Music app

Galaxy S6





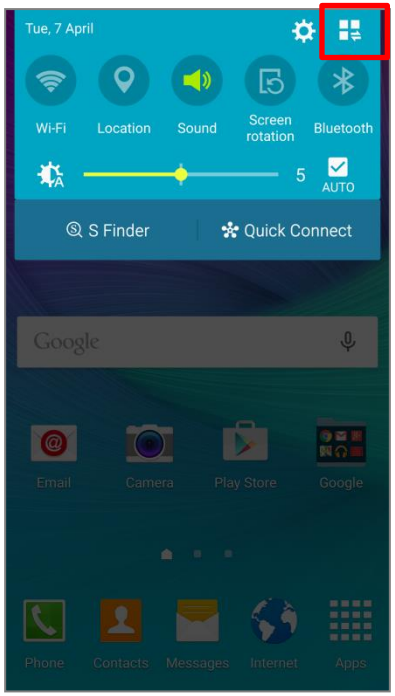


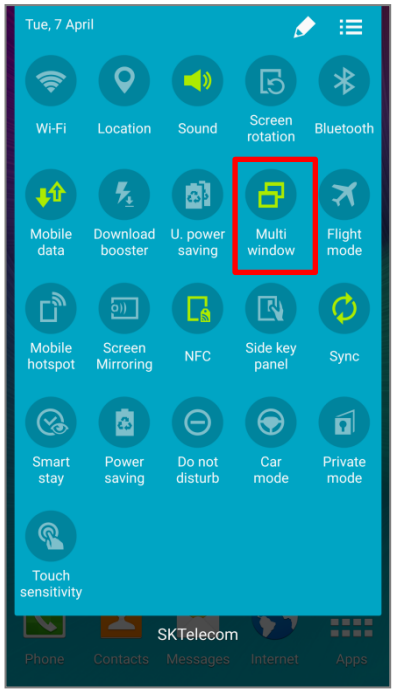
Changed to

Because Galaxy S6 does not support the multi route to access same function and it's concept, duplicate access menu were deleted except main access route. You can set on Sound and notifications of Settings

Multi window feature's deletion on Quick panel

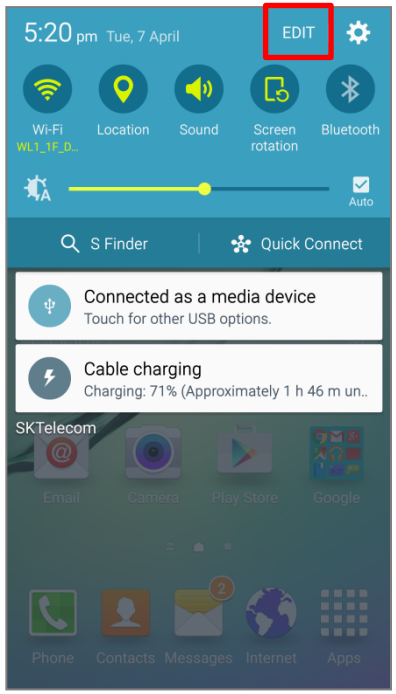
Galaxy Note4

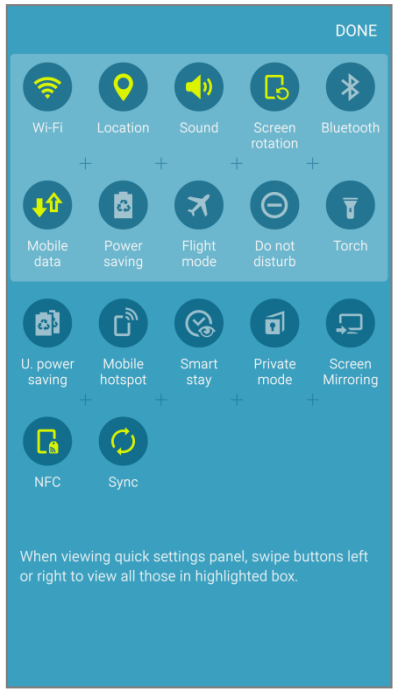




Via Quick panel, you can set Multi window feature

Galaxy S6





Changed to

You cannot access Multi window feature Via Quick panel.

For multi window, Drag down diagonally from either end of the top edge. Or, Tap to open the list of recently used apps.

Note some apps may not support this feature.

For VOC issues

- Guide for VOC issues

Galaxy S6 device does not turn on even though tried to boot device firstly after purchase

Q : When trying to turn on my Galaxy S6 firstly after purchase, it does not turn on.

Even though I tried to boot device the fist time after purchase, why does not my device turn on?

A : In device packing process, if the protective vinyl cover to protect the device surface is too tightly attached on device, the power key can be pushed by protective vinyl cover and the device can power on.

As a result, the battery can be completely discharged during shipping of device and the device cannot be turned on immediately

If the device does not turn on immediately even though you tried to boot device firstly after purchase, please try to turn on again after allowing a depleted battery to charge for a few minutes before turning on the device.

My Galaxy S6 makes a slight noise when shaking the device

Q: When shaking my Galaxy S6, there is occasionally a slight small noise from within inside of device. Is my device faulty, what is the cause of the sound?

A : Your device is not faulty – the sound is due the Camera **Lens Barrel required to operate the Auto Focus function.**

Your Galaxy S6 supports the Auto Focus feature required for high quality and high resolution of camera.

The 16 MP Camera module "**Lens Unit", Image Sensor**, and Auto Focus feature adjusts focus by moving the Lens Units up and down over the Image Sensor.

This enables **Auto Focus speed and accuracy and helps in** reducing **battery usage.**

However Camera module is fitted with a "Stopper" part to limit lens unit movement within the space for the Camera module. .

When the Lens and Stopper touch, when shaking the Galaxy S6, a minute noise may occur – however this is normal due to the operation of the Auto Focus feature of camera.

The sound made may differ slightly by device types and model.

When pushing the Home key on Galaxy S6, it makes clack

Q : When pushing the Home key on my Galaxy S6, it makes clack and it may not good than previous devices. what is the cause of the clack?

A : Galaxy S6 applied more heavier force to push Home key for better lightness.

By this, you can feel some clack is made while pushing key.

But, it’s not device faulty and is a part of the design and concept of the Galaxy S6 device.

Even though two Galaxy S6 devices have same color, each color differs slightly

Q : Even though two Galaxy S6 devices have same color, each color differs slightly. Why is this?

A : Unlike existing previous devices, for color Galaxy S6 applied the multi-deposition method which cover the special nano-coating several times. This is a method utilizing the refraction and blocking of light.

This express the deep and mystery color like jewelry of Pearl, Sapphire but can appear subtle color differences by device. This is due to color representation techniques not a defect.

While playing the video on my Galaxy S6 Edge, Distortion on edge part seem to occur

Q : While playing the video file on my Galaxy S6 Edge device, especially distortion on edge part seem to occur.

Is my device the faulty?

A : Galaxy S6 Edge device supports curved full screen while playing the video.

Due to curved edge screen's design character, you may feel video on Edge screen is specially distorted.

But, this is not device faulty but natural operation caused from curved edge screen and does not affect device performance.

And, the colors on the curved screen may look different depending on your viewing position.

Due to a phenomenon called WAD (White Angular Dependency) which is due to the inclined curved surface of the S6 Edge screen, the color at the edges of the Galaxy S6 Edge display more darkly. For an AMOLED display, the WAD phenomenon results in the color white sometimes appearing to have a Green tint, or on occasion a Blue or Yellow tint when viewing the AMOLED at an angle. ***Due to WAD phenomenon like this, you may feel video on Edge screen is specially distorted but it's not device faulty but normal operation by device design concept.***

On Edge screen, notifications about new emails don’t work

Q : I have known Galaxy S6 Edge set the device to light up the Edge screen when new emails are received.

Besides, through People Edge feature, the Edge screen light up with different colors when there are email notifications about contacts in My people.

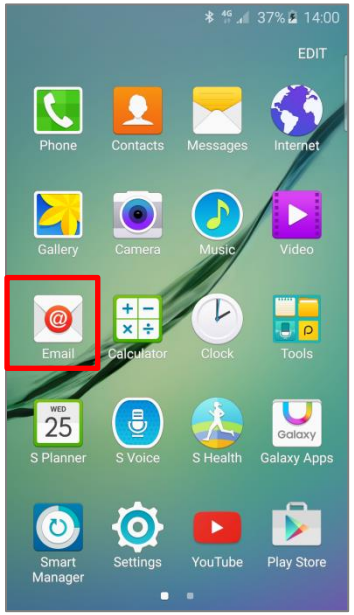
But although I received the new emails , Galaxy S6 Edge doesn’t notify about new emails.

What’s the problem?

A : Currently, new email notifications on Edge screen work only for Samsung Email app.

Therefore, if you have used the Gmail or 3’rd party application for email, the light notification for new email on Edge screen do not work and it’s normal operation.

If you would like to receive the lighting notification for all emails on Edge screen, please use the Samsung Email for mail application.



Q : Is my Galaxy S6 compatible with 3’rd party wireless charger made by other manufacturer?

A : Galaxy S6 is compatible with wireless chargers of Qi-certified.

(Note : Some wireless chargers according by manufacturer or product may not be compatible)

Please place the center of the device’s back on the center of the wireless charging pad.

But, since 3’rd party wireless charging pads from other manufacturer are varied on structure of internal charging coil, the device may not charge properly even though you place the center of the device’s back on the center of the charging pad. And, If device is charged by non-authorized charger, the charging pad may get a little warmer than normal.

After reference with user manual for the 3’rd party wireless pad, please use with Galaxy S6.

And, we recommend to use the Samsung Authorized wireless charging pad for Galaxy S6.

Qi logo

*** Note:** Qi (inductive power standard)

Qi is an interface standard developed by the Wireless Power Consortium for inductive electrical power transfer. The Qi system comprises a power transmission pad and a compatible receiver in a portable device. To use the system, the mobile device is placed on top of the power transmission pad, which charges it via resonant inductive coupling.

Q : I’m worried about damage on Screen with a small shock or drop.

A : Galaxy S6 succeeds in securing **screen durability** as well as **design beauty** with Gorilla Glass4 & Aluminum metal frame. The **durability** of **Gorilla Glass4** is **doubled than GS5** and Galaxy S6 structure makes Aluminum **metal frame drop firstly when it drops .**

This specific **Aluminum 6013** is **1.5 times rigid(harder)** than normal one, so that S6 can resist on bending.

When pushing the corner around of frond LCD on Galaxy S6, window seem to move up and down slightly

Q : When pushing the corner around of front LCD window on Galaxy S6, window seem to move up and down slightly. Is my device the faulty?

A : Galaxy S6 was designed strengthened by buffer structure to prevent LCD damage from external shocks. In other words, to attach LCD window, the material of foam cushioning type is applied and it roles shock absorber to protect the window when it drops.

Because of foam cushioning structure like this, you may feel the window seem to move up and down slightly but it’s intended design concept and normal operation.

Is it fact that Galaxy S6 can support 4 hours of usage time when charging for 10 minutes ?

Q : I heard Galaxy S6 can support 4 hours of usage time when charging for 10 minutes. Is it fact?

A : The Galaxy S6 has a built-in fast charging feature. Thus, you can use this feature to charge the battery more quickly while the device or its screen is turned off.

The value is possible only when connecting device directly to a battery charger that supports Samsung's Adaptive fast charging feature or Qualcomm Quick Charge 2.0. and test example results for a specific test environment.

The usage time can change for different situation and may vary depending on the charging conditions and device status. *But, increasing usage time via Fast charging is not identical with usage time on Smart manager because the usage time remaining on Smart manager is calculated based on accumulated battery consumption pattern of each person by learning your usage pattern for a few days.*

When trying to open Message app, message app is forcibly closed

Q: When using message app on Galaxy S6, message app is forcibly closed with error “unfortunately, messaging has stopped working” . What is the problem?

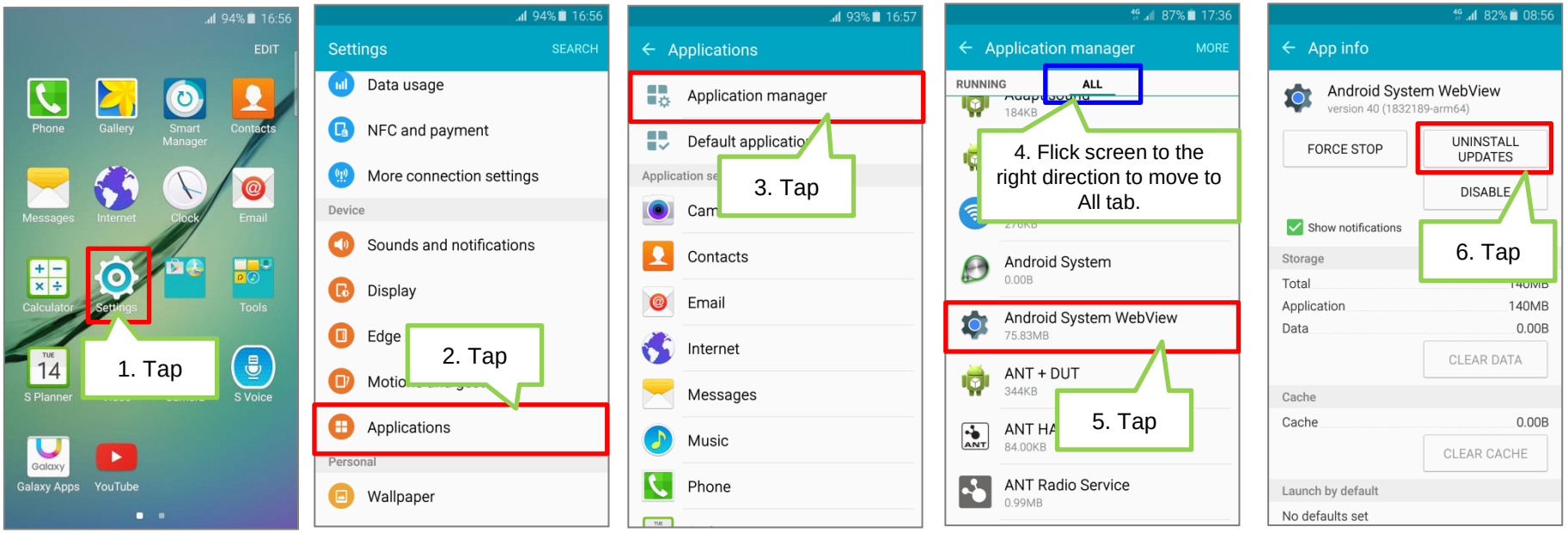
A : The phenomenon can appear on Galaxy S6 devices when WebView with 32bit had been restored to Galaxy S6 based on 64bit.

(*WebView is a specific embedded application supported by Google and is related with message app)

After purchasing S6, when you restore previous android applications on Setup Wizard, old version WebView with 32 bit had been retrieved, then it can cause problem in message app since *WebView with 32bit can’t be compatible with Galaxy S6 based on 64bit.* It's necessary to modify by Google Server. Samsung have been already known this symptom and Google will release the improved version soon.

Temporarily before releasing of improved version from Google, you can use the message app normally again by next method

: Apps > Settings > Applications > Application Manager > ALL tab > Select "Android System WebView“ > Select “Uninstall Update”



Keypad in Google Play Store is forcibly closed

Q : I have opened Google Play Store and tap the search icon.

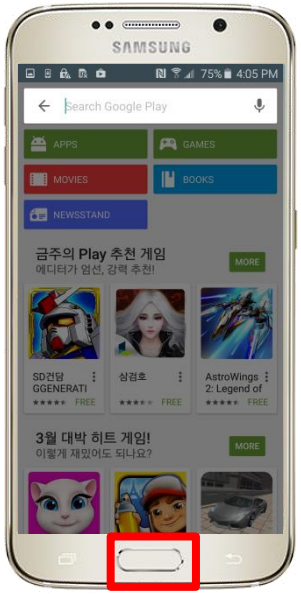
But the keyboard is forcibly closed immediately after blinking pop-up. How can I fix this?

A : It is issue of Google Play Store by itself and Google will release the improved version soon.

Before releasing of improved version from Google, temporarily you can use the Play Store normally again by next method.

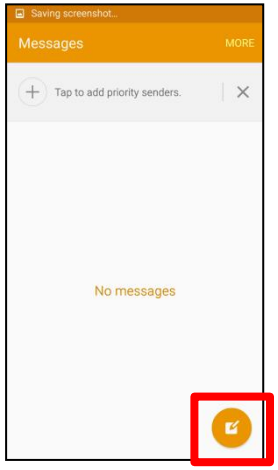
Please move to Home screen and tap the message app, and tap new message icon.

When Attention pop-up is displayed, tap “OK”. After that, please try again in Google play store. Keypad will be working well.

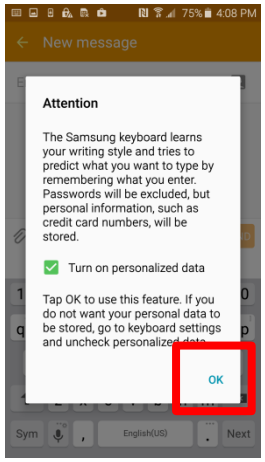


1) Move to Home screen

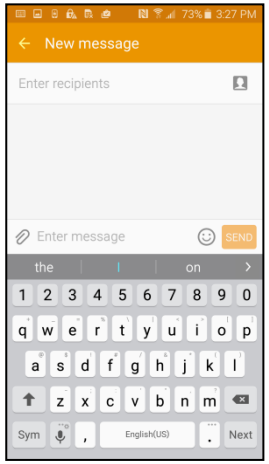
2) Tap “Message”

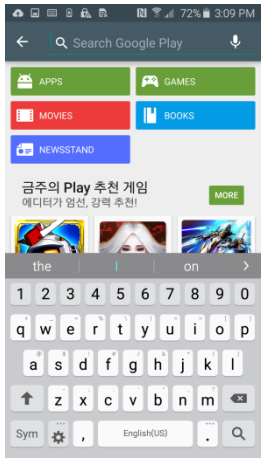


3) Tap new message icon


New message
Attention
The Samsung keyboard learns your writing style and tries to predict what you want to type by remembering what you enter. Passwords will be excluded, but personal information, such as credit card numbers, will be stored.
Turn on personalized data
Tap OK to use this feature. If you do not want your personal data to be stored, go to keyboard settings and uncheck personalized data.
OK

4) Tap “OK”





5) Try again

**** Note :*** *This phenomenon will not occur in Play Store 5.4.11 version or over and Google will release the Play Store of improved version soon.*

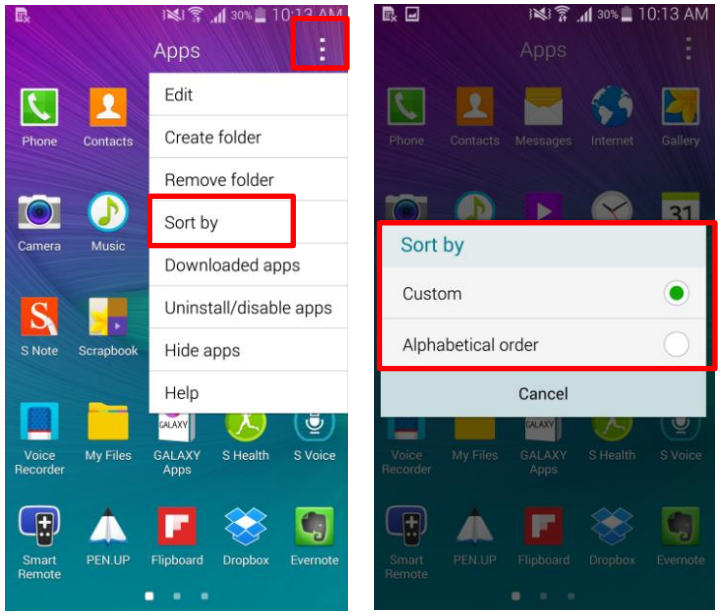
How do I sort application icons on Apps screen ? (1/2)

Q: I would like to sort by Alphabetical order the icons on Apps screen but cannot search for “Sorting” menu on Galaxy S6. How do I sort by Alphabetical order the icons on Apps screen?

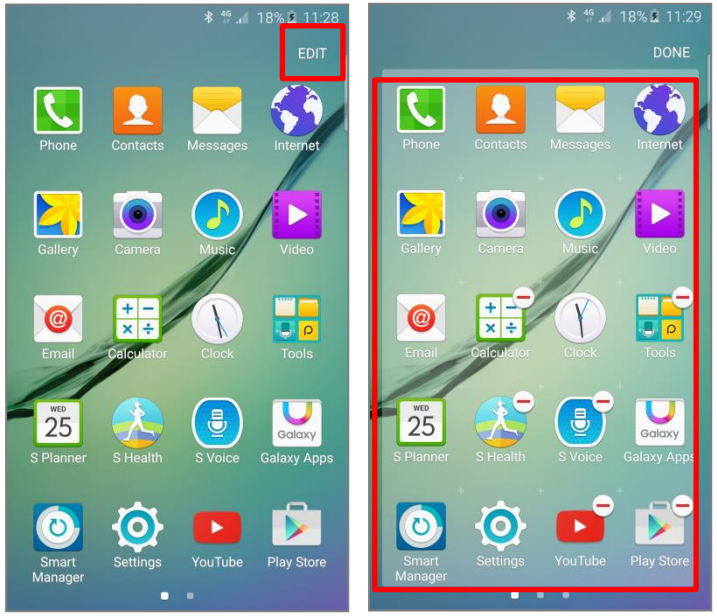
A : Galaxy S6 have been designed with newly simplified User Interface. *Accordingly, Galaxy S6’s simplified Apps screen do not support dedicated menu to sort by Alphabetical order or Custom order the App icons manually and it’s one normal concept of S6.*

Dedicated menu for sorting is not supported but you can rearrange the icon position by type of your Galaxy S6 App screen.

There are two types for Galaxy S6 Apps screen and it’s decided by icon sorting order, which are **Custom order type** and **Alphabetical order type.**



Note 4 have menu for sorting icons



Galaxy S6 don’t support specific menu for sorting

How do I sort application icons on Apps screen ? (2/2)

Q: I would like to sort by Alphabetical order the icons on Apps screen but cannot search for “Sorting” menu on Galaxy S6. How do I sort by Alphabetical order the icons on Apps screen? (Cont.)

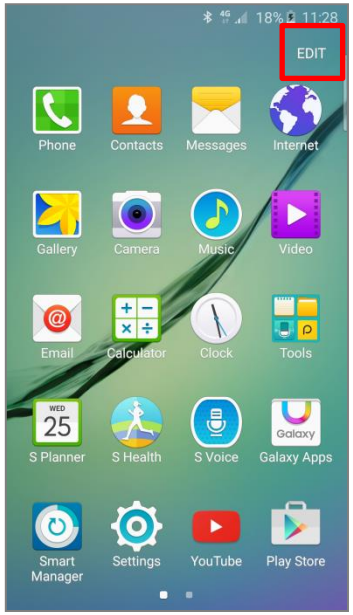
A : On Galaxy S6 with Apps screen sorted by Alphabetical order, you cannot create folders and rearrange icons on Apps screen.

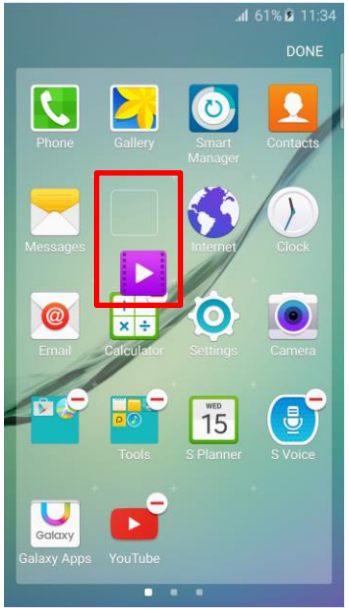
But, on Galaxy S6 with Apps screen sorted by Customer order, under EDIT status, you can create folders or can tap and hold on an app, and then drag it over another position to rearrange icons.

*(Basically, unlike other Galaxy S6 devices, only Galaxy S6 flat/edge with *__DT(Deutsche Telekom)__ operator had been designed by concept of Alphabetical order due to operator requirements.*

**Total 18 SKU of COA, COS, TTR, TRG, MAX, DDE, DTM, DHR, CRO, DNL, TNL, DPL, TPL, MBM, TMH, TMS, TMT, TMZ)*

Thus, if you have Galaxy S6 of DT operator, it’s impossible to create folders and rearrange existing icons. To create folders just on Home screen is possible.





S6 With Custom order

How do I create folders on the Apps screen (1/2)

*Please note Galaxy S6 flat/edge with DT operator do not support to create folders on Apps screen and to change the sorting of existing icons.
(Total 18 SKU of COA, COS, TTR, TRG, MAX, DDE, DTM, DHR, CRO, DNL, TNL, DPL, TPL, MBM, TMH, TMS, TMT, TMZ)
Unlike other operators, Galaxy S6 with DT operator had been designed with App screen sorted by Alphabetical order due to operator requirement, and App screen with Alphabetical order do not support to create folders and to change sorting of icons. It's normal simplified concept of Galaxy S6.
If you have Galaxy S6 with DT operator and would like to create folders, please do creating just on Home screen.

Q: How do I create folders on the Apps screen? (Next steps are not available on Galaxy S6 with DT operator)

1. The Galaxy S6 and S6 Edge feature a user interface that makes it even easier than before to create folders.

   On the Apps screen, tap EDIT.

2. Tap and hold on an app, and then drag it over another app.

3. Drop the app when a folder frame appears around the apps. A new folder containing the selected apps will be created.

4. Tap the area above the horizontal line and enter a folder name. To change the folder color, tap

How do I create folders on the Apps screen (2/2)

Q: How do I create the folders on Apps screen? (Cont.)

5. On Apps screen, your new folder is created.

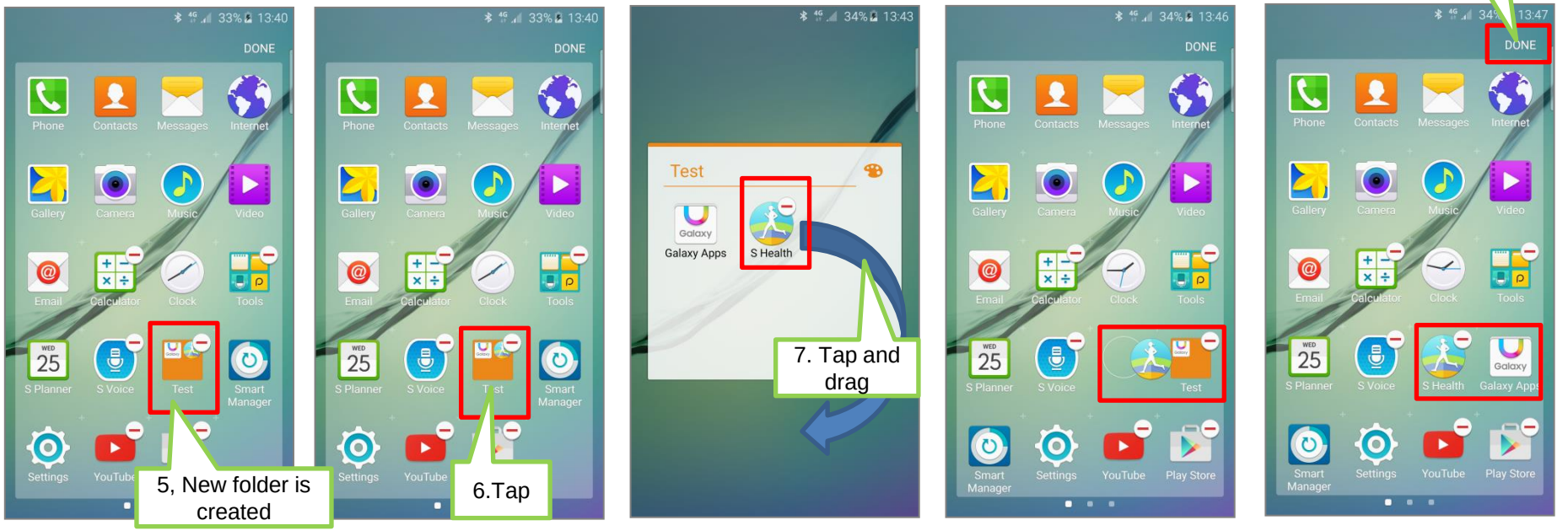
   To add more apps to the folder, tap and hold another app, and then drag it to the folder.

6. To remove an app from folder, tap a folder.

7. On apps within folder, tap and drag the icon to remove from folder to empty space.

8. Now, a app is removed from folder. If only one app remains within the folder, folder is also removed.

9. If all is completed, tap the DONE



When trying to install Viber app on Google Play Store, installation do not work normally

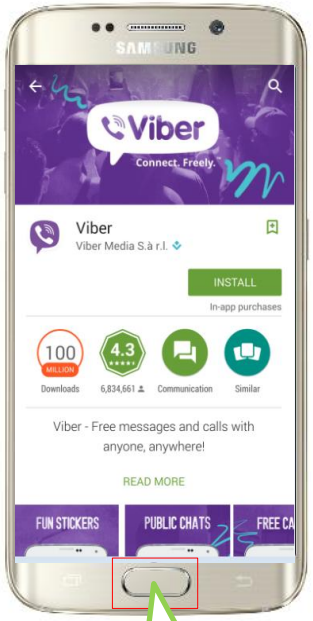
Q: When trying to install Viber app on Google Play Store, Galaxy S6 do not respond and installation do not work normally. What should I do for the faulty?

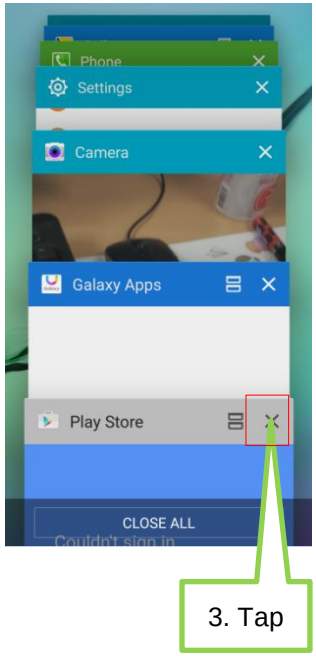
A : It is issue of Google Play Store by itself.

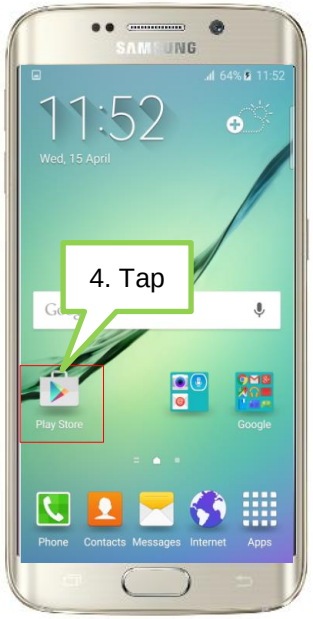
Samsung is aware of this symptom and Google will release the improved version soon.

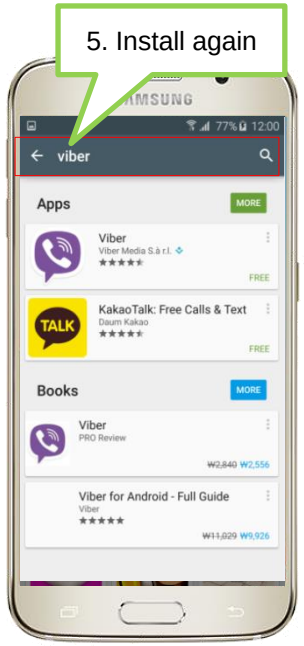
Before releasing of improved version from Google, temporarily you can install Viber app normally by next method.

Please move to Home screen > Tap the Recent key > Close the activating Play Store > Return to Home screen > Activate Play Store and try to install Viber app again.







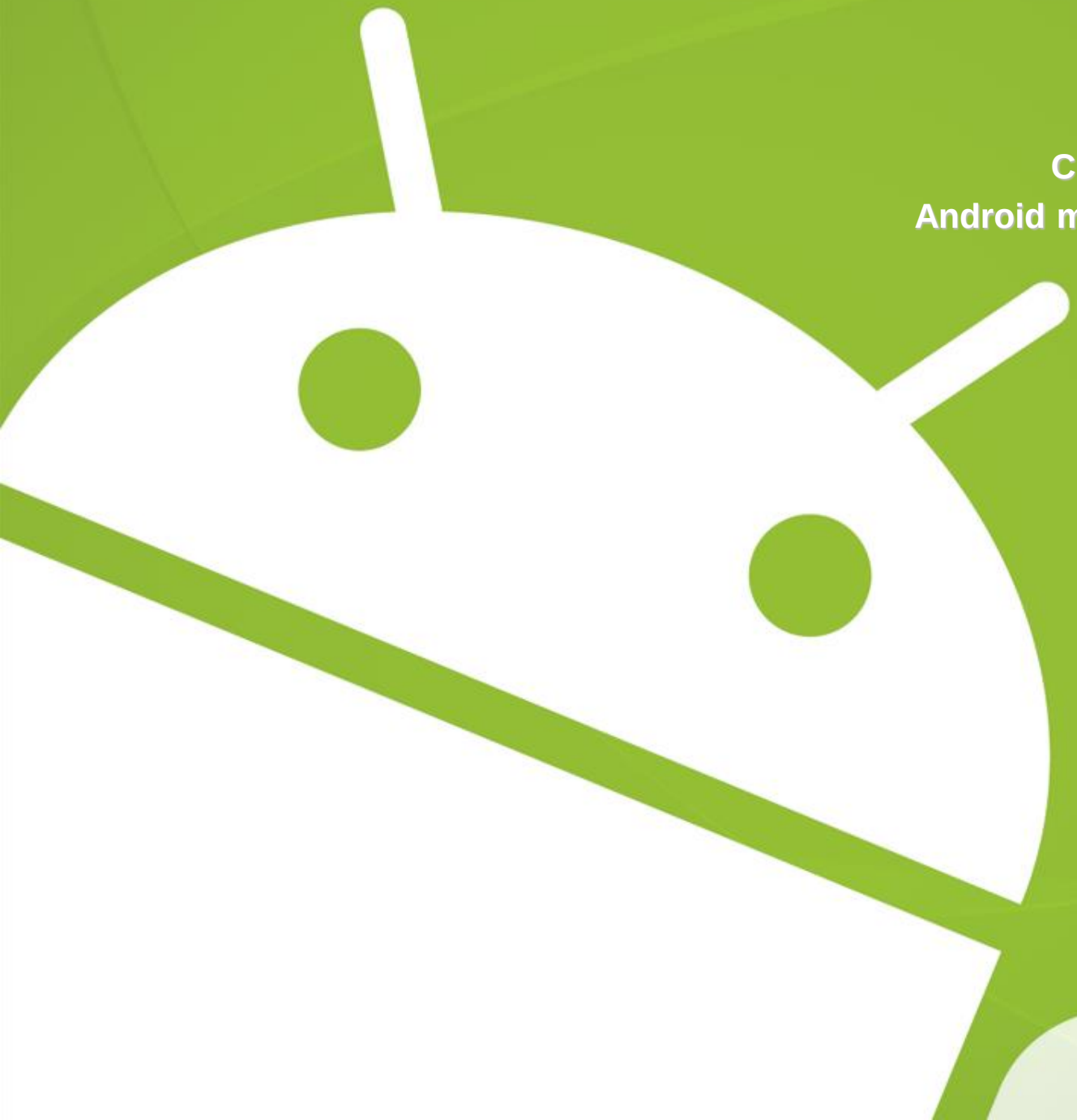


Revision History: This version replaces all previous versions

Date	Version	Comments
2015.04.13	V1.0	**Global CS Team made Initial version of Galaxy S6 Appendix guide:** -Screenshots from SM-G925F device
2015.04.15	V2.0	**HQ CS team updated:** **Slide 24** : When trying to open Message app, message app is forcibly closed **Slide 25** : Keypad in Google Play Store is forcibly closed **Slide 26~27** : How do I sort application icons on Apps screen **Slide 28~29 :** How do I create folders on the Apps screen **Slide 30** : When trying to install Viber app on Google Play Store, installation do not work normally

END

Customer Consultant Guide
Android mobile technology platform



Region : Global
Language: English

SAMSUNG